

RBI / 2010-11 / 327

DPSS (CO) RTGS No. 1433 / 04.04.002 / 2010-2011

December 24, 2010

Chairman and Managing Director /
Chief Executive Officer of all banks participating in RTGS and NEFT

Madam / Dear Sir,

RTGS System – Use of NEFT Customer Facilitation Centres

Please refer to our [circular DPSS \(CO\) EPPD No. 893 / 04.03.02 / 2009-2010 dated November 11, 2009](#) on the captioned subject.

2. You are aware that there has been a remarkable growth of customer transactions in RTGS over the years, with currently more than 1,50,000 customer transactions being settled on a daily average in the RTGS system. As the RTGS system handles large value and time critical transactions, all member banks need to address the customer complaints and concerns on a priority basis.

3. To facilitate this process, we advise that the existing Customer Facilitation Centres set up for NEFT customer complaints, henceforth may also be used for RTGS customer transactions, to ensure prompt redressal and resolution of customer complaints.

4. The fact of the enhanced scope of Customer Facilitation Centres providing coverage for both NEFT and RTGS customer complaints along with requisite contact details may be widely publicised both at the branch level and on your website to create awareness amongst the customers. Updations to the information furnished by you for the Directory of CFC's brought out by the Reserve Bank of India if any may please be furnished to us by January 15, 2011.

5. Please acknowledge receipt and confirm compliance.

Yours faithfully,

(G. Srinivas)
General Manager